

SECURE EMAIL INFORMATION

HIPAA protected information will be sent to your designated email address via our secure email system. When accessing the system for the first time you will see a box saying “**password**” and a second saying “**confirm password**”, please enter your choice of a password in both these boxes.

We do not choose or keep a record of your password, however, should you forget or need to change your password you may do this through the “[forgot your password?](#)” link. This may be done even if retry attempts are exceeded.

The **user name** will always be the email address to which the secure email was sent.

A secure email notice can not be forwarded to another email address to retrieve the message. The links within the notice are sensitive only to the original email address and lose their function if forwarded.

Please remember that **secure email is only available for 14 days** from the day of receipt. It should be copied to a file within your computer and/or printed for future reference.

If you receive more than one secure email you will be sent a notice for each email you receive. All secure emails currently available will be accessed when you sign on to the secure web site. Should you try to access secure email a second time it will not open because you have already retrieved the secure emails.

In some instances the secure email may be delivered straight in to your email. In those cases our secure system has deemed the recipient address as a safe and secure environment and the above will not apply.

Should you have any questions concerning secure email please reply to the email address from which it was sent.

Instructions For exceeded Password Attempts OR Forgotten Passwords

- 1) go to email box
- 2) click on the line which contains secure email
- 3) click on "[FORGOT YOUR PASSWORD](#)" a box will pop open enter your designated email address
- 4) click **SUBMIT** a box will pop up that tells you to go to the message, where you clicked the forgot your password link
- 5) click on "[VIEW MESSAGE](#)" a window will pop open
- 6) Enter new Password, confirm new password, click **SUBMIT**

do not click "reset" as this clears your fields always click **submit**